



6-Step Process for Evacuee Accountability, Care, and Processing

A General:

- Master of vessel makes determination and orders evacuation. Master notifies USCG Command Center and industry EOC of evacuation plan. Notification of impending evacuation is passed as required.
- USCG SAR Mission Controller (SMC) designates an On Scene Commander (OSC), if not already assigned. The OSC is responsible to support the vessel master by coordinating all on scene rescue assets, tracking lifeboats and life rafts, and managing empty life boats/rafts. OSC directs the rescue boats to landing site(s) designated by the unified command, and reports departure of each to USCG command center with total count of evacuees. RCC relays information unified command. Rescue boats report their arrival time at landing site to the OSC, and confirm the total number of persons offloaded. OSC provides additional tasking as required to the rescue boat.
- Recommended actions for the Unified Command are listed in Section C of this document.

B. 6 Step Accountability Process:

1. MEDEVAC patients are tracked by SMC and Operations Section of the Unified Command.

- Specific patient information will be gathered at the earliest time not to interfere with the transport or care of patient and reported to Operations Section Chief.
- If information is not available prior to the patient being admitted to the hospital, Operations Section will coordinate with hospital officials for release of patient information necessary for passenger accountability.
- Patient information will be relayed to check-in officials at Reception Center(s) and to responsible industry party EOC.

2. Evacuees board rescue vessels.

- Each tender or rescue vessel/aircraft will report to the SAR On Scene Coordinator (OSC) the total number of evacuees being transported. OSC will direct the rescue vessel to the unified command designated landing site(s).
- An accurate list of passenger names is not vital at this stage because when the rescue vessel reaches the landing site, the group will likely be split up or combined with others for transport to reception center(s). (A tender holds 100+ passengers; a bus holds 45).
- A secure landing site is critical to keep people from walking off prior to accounting.
- The OSC will keep the SMC or Operations Section Chief informed of rescue operations.

3. Evacuees arrive at landing site and are transported to reception center(s).

- Landing sites and reception center(s) shall be inspected prior to the arrival of evacuees.
- Evacuees requiring decontamination or medical attention will be decontaminated /triaged by local response personnel. Evacuees in need of immediate medical treatment will be transported by local EMS to medical facilities. If possible, patient identification will be gathered prior to transport and provided to accountability branch. If information is not available prior to the patient being admitted to the hospital, USCG will coordinate with hospital officials for release of patient information necessary for passenger accountability.
- Evacuees not requiring decontamination/medical treatment will be loaded onto buses or other vehicles for transport to reception center(s). Ideally, a responsible industry party official, or other designated person, will accompany each transport vehicle. While en route to the reception center, this official will develop an accurate list of full names (required), cabin numbers (required), and other requested information. If not possible to place a dedicated official on each transport vehicle, the driver, or a reception center official, will collect required information as passengers depart the transport vehicle. At the latest, this tracking information must be taken as evacuees depart the bus or vehicle.
- For ease of data collection and comparison, a standard format for recording information is recommended, but not critical as long as information is legible and accurate.
- Throughout the process, the importance of accountability in the rescue process will be stressed to passengers.

4. Evacuees arrive at Reception Center(s).

- Passengers and crew are escorted into the reception center. The list of evacuees from Step 3 is delivered to the reception area check in manager. Evacuee names are checked against the “souls on board” manifest provided by the agents.
- Passengers are instructed to stay with their group until processed at the reception area. Accountability is again stressed to evacuees so they do not leave the reception area until processed by the accountability team, or as required, by the Customs and Border Protection Service and law enforcement officials.

Note: Cruise lines cannot compel US citizens to stay in one place, as this may be construed as illegally detaining a person. In the past, some passengers have gotten fed up with waiting and gone off on their own. If passengers are required to be detained for security or other law enforcement purposes, the lead law enforcement agency must be prepared to educate passengers on the legal requirements and provide provisions to enforce the detainment. To encourage evacuees to voluntarily remain during the accountability process, an efficient and rapid check-in process is required. The Unified Command must provide adequate resources to make accountability a smooth process.

- As appropriate, Customs/Border Protection may implement emergency arrival and screening processes.
- If evacuees departed the vessel without proper identification, vessel operators, Customs/Border Protection, and the TSA will coordinate on requirements and processes to permit clearance and travel. Vessel operators often maintain copies of passports or other identification documents for passengers and crew.

- If available, information sheets are handed out to evacuees.
5. Accountability Reporting.
 - An agent appointed by the responsible industry party will consolidate accountability reports from all reception centers. The USCG and Customs may provide resources to assist in this process to speed the flow of information.
 - Consolidated passenger and crew accountability information will be transmitted at regular intervals by the most rapid means available to the RCC and responsible industry party EOC. If desired, the RCC and responsible industry party EOC may again compare the information received to their copy of the “souls on board” list.
 - Terminations of rescue efforts will occur only after all passengers and crew are accounted for and determined to be safe.
 - Responsible industry party shall maintain accountability of passengers and crew ashore until travel arrangements are completed.
 6. Accounting for personnel remaining on board vessel.
 - As required, once all passengers and non-essential crew are evacuated, the master of the vessel will provide the OSC a list of all personnel remaining on board to continue response efforts. This information will be relayed to the USCG (RCC), reception center, and responsible industry party EOC.

C. Unified Command recommended actions:

1. Implements an evacuee accountability process.
2. Determines / designates best landing site(s) for rescue boats, and relays information to RCC, OSC and responsible industry party EOC.
 - Designation of landing sites will depend on weather, travel distance, water depth, transportation support, ability to safely discharge passengers from rescue boats, and other local concerns or limiting factors for ground transportation.
3. Unified Command activates and secures landing site(s):
 - Unified Command designates a Landing Area Manager for each site. The Landing Area Manager is responsible for overall site management, security, safety, and ensuring protocols are followed.
 - Responsible party , supported by local community resources and USCG, will normally operate the landing sites
 - Local, state, or federal law enforcement will secure site and be responsible for site security, crowd and traffic control.
 - *If terrorist related incident, landing site(s) shall be inspected for harmful devices prior to the arrival of evacuees, and appropriate actions implemented to deter secondary attacks.*

- Local emergency response services will establish required decontamination and triage areas at landing site.
 - Port department or facility owner will clear docks and landing areas to facilitate operations.
4. If the situation requires evacuees to be cleared by law enforcement prior to final release, the Unified Command shall implement as quickly as possible procedures to contain all evacuees at the landing site, and to process, screen, and as necessary, interview personnel at the reception center.
 5. Unified Command designates helicopter-landing pads as required.
 - Assign helicopter pad manager for each site.
 - Informs FAA of sites.
 6. Responsible industry party and local agents arrange transport from landing site(s) to reception center(s) for evacuees not in need of immediate medical attention.
 - *If terrorist related incident, transport vehicles shall be inspected for harmful devices prior to the arrival of evacuees,, and appropriate actions implemented to deter secondary attacks during transport.*
 7. Identifies best options for reception center(s) and coordinates with responsible industry party for activation.
 - *If terrorist related incident, reception center(s) shall be inspected for harmful devices prior to the arrival of evacuees, and appropriate actions implemented to deter secondary attacks.*
 - Unified Command establishes an Evacuee Accountability Branch at the appropriate command post or reception center to manage passenger and crew tracking. Responsible Industry party and their agents will normally take the lead, but may be assisted with available resources from the USCG, U.S. Customs and Border Protection (CBP), Red Cross or other local agency.
 - For a foreign flagged vessel or ship arriving from a foreign country, the US Bureau of Customs and Border Protection may require all passengers and crew to be tracked from landing site to reception center. At the reception center, the Bureau of Customs and Border Protection may implement emergency arrival and screening processes

